

Early Learning Coalition of Florida's Heartland, Inc.

www.elcfh.org

Subject: Right to Grievance by either provider or parent enrolled in School Readiness/VPK program		Procedure # EM-3	
Page: 1 of 2	Adoption Date: 7.19.06	Revision Date: 9.18.09	
	Revision Date: 2.28.07		
	Revision Date: 12.3.08		
Approved by: ELCFH Board	Title: Andrew Bible, Chair		
Distribution: All ELCFH Management Policy/Procedure Manuals			
Authority References: ELCFH Executive Director, ELCFH Management Team			

I. POLICY

A provider or parent contracted or enrolled in School Readiness/VPK services will have the right to have their grievance resolved.

II. PROCEDURE


Informal mediation:


- A. The parent or provider must notify the assigned ELCFH specialist of the grievance issue within 30 days of its occurrence. The assigned ELCFH specialist will review the grievance issue with either the parent or the provider to determine if a typical non-compliance issue on the part of the parent or provider exists (examples of typical non-compliance issues are: 1. non-submission of required paperwork by specified due date with no communication to the applicable specialist; 2. non-response to letters of invitation for enrollment appointment; 3. failure to notify applicable specialist of changes in 10 calendar days as noted in the Parent Rights and Responsibilities; 4. not eligible for ELCFH services). All pertinent documentation will be gathered to determine if the grievance requires further review.


The specialist will review the grievance with the appropriate direct ELCFH supervisor for decision. The parent or provider will be advised verbally by the coordinator of the decision.


- B. If the issue cannot be resolved at the level of the specialist and direct supervisor, the parent or provider will be requested to put their issue in writing to the local ELCFH office within 30 days.



 **Charlotte Office**
3028 Caring Way, Suite 4
Port Charlotte, FL 33952
Phone: (941) 255-1650
Fax: (941) 255-5856

 **DeSoto Office**
4 West Oak Street, Suite H
Arcadia, FL 34266
Phone: (863) 494-5233
Fax: (863) 494-5291

 **Hardee Office**
324 N. 6th Avenue
Wauchula, FL 33873
Phone: (863) 767-1002
Fax: (863) 767-1007

 **Highlands Office**
209 N. Ridgewood Drive
Sebring, FL 33870
Phone: (863) 314-9213
Fax: (863) 314-4480



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- C. Within five business days of receipt, the issue will be reviewed by the direct supervisor and the appropriate Associate Director. The direct supervisor or designee will advise the parent or provider in writing of the decision.

Formal mediation:

- D. Issues that appear to have special or irresolvable circumstances will be forwarded to the ELCFH Executive Director or designee for review within five days after review by the direct supervisor and Associate Director. Such circumstances are defined as issues which are out of the parent or provider's scope of immediate influence and are supported by applicable documentation and/or issues involving ELCFH staff. Depending on the nature of the grievance, the Executive Director or designee may elect to engage others from the ELCFH management team and other staff for review, discussion and resolution. The Executive Director will review all pertinent documentation and may communicate directly or meet with the parent or provider.
- E. If the Executive Director or designee is not able to resolve the grievance within five business days after receipt, the issue will be forwarded to the ELCFH Executive Committee for review. If additional time is needed for the Executive Director or designee to conduct research regarding the grievance, the parent or provider will receive written notification which will include an anticipated date of decision.
- F. A meeting will be posted within 10 days of issuance from the Executive Director for the Executive Committee to review and resolve the grievance. If additional time is required to call the meeting, the parent or provider will receive written notification which will include an anticipated date for the meeting.
- G. During the meeting, the Executive Committee may choose to hear accounts from any and all involved in the grievance including ELCFH staff and management and ELCFH legal counsel. A final decision by the Executive Committee will be issued in no more than 30 days of the final meeting date.
- H. All decisions of the Executive Committee or ELCFH Board of Directors are final. Decisions made by the Executive Committee will be reported to the full Board at the next regularly scheduled Board meeting. At the Executive Committee's discretion the issue can be forwarded to the ELCFH Board for further discussion and final resolution.
- I. Written follow up from the ELCFH Executive Director or designee will be issued to the parent or provider within ten days after the final decision is determined.

I have received and read the above information.

Provider / Provider designee Signature

Date

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Grievance Form

Refer to ELCFH Grievance Policy for qualifying purpose, before complete this form.

Please state your grievance issue on this form and attach any supporting documentation. Be sure to submit your signed form to the local ELC office. Issues will be reviewed within five (5) days of receipt. Decisions will be forwarded in writing.

Parent name / Child Care Provider Name: _____

County: Charlotte DeSoto Hardee Highlands

Grievance Issue (Type or print legibly)

Parent / Child Care Provider Signature or designee _____

Date _____


GRIEVANCE PROCESS DECISION


ELCFH USE ONLY:


- Reinstatement. Effective Date: _____ Termination Remains.
- Can Apply to Waitlist if eligible. Waitlist application included. Not Waitlist eligible at this time.
- Other: _____


Copies: Client/ Provider: _____ Client / Provider File: _____ Spreadsheet: _____



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